

Members

Sen. James Merritt, Chairperson
Sen. Marvin Riegsecker
Sen. Robert Jackman
Sen. James Lewis
Rep. Jerry Denbo
Rep. Ben GiaQuinta
Rep. Ron Liggett, Vice-Chairperson
Rep. Gloria Goeglein
Rep. Thomas Saunders
Rep. David Wolkins
Sen. Rose Antich
Sen. Lindel Hume



INTERIM STUDY COMMITTEE ON BUREAU OF MOTOR VEHICLE ISSUES

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MEETING MINUTES¹

Meeting Date: August 24, 1999
Meeting Time: 1:30 P.M.
Meeting Place: Pine Valley License Branch, 10256
Coldwater Road, Fort Wayne,
Indiana
Meeting City: Fort Wayne, Indiana
Meeting Number: 2

Members Present: Sen. James Merritt, Chairperson; Sen. Robert Jackman; Sen. James Lewis; Rep. Ben GiaQuinta; Rep. Ron Liggett, Vice-Chairperson; Rep. Gloria Goeglein; Rep. Thomas Saunders; Rep. David Wolkins.

Members Absent: Sen. Marvin Riegsecker; Rep. Jerry Denbo; Sen. Rose Antich; Sen. Lindel Hume.

Senator Merritt, Chairperson of the Interim Study Committee on Bureau of Motor Vehicle Issues, called the meeting to order at 1:40 p.m. He began with opening remarks of welcome to the license branch, stating that the purpose of the meeting was for the

¹ Exhibits and other materials referenced in these minutes can be inspected and copied in the Legislative Information Center in Room 230 of the State House in Indianapolis, Indiana. Requests for copies may be mailed to the Legislative Information Center, Legislative Services Agency, 200 West Washington Street, Indianapolis, IN 46204-2789. A fee of \$0.15 per page and mailing costs will be charged for copies. These minutes are also available on the Internet at the General Assembly homepage. The URL address of the General Assembly homepage is <http://www.ai.org/legislative/>. No fee is charged for viewing, downloading, or printing minutes from the Internet.

committee to understand the challenges of the motor vehicle staff at the counter and in the office. He voiced his concerns about the financial viability of the Bureau of Motor Vehicles Commission (BMV/C). He congratulated the BMV/C in that each June 30 the BMV/C has asked for an augmentation, but instead of the expected request this year for \$8 to \$9 million dollars, the request was for \$3.4 million dollars. While not exactly in the black, he noted that this was a step in the right direction. He declared that the BMV affects all Hoosiers at least 16 years and older.

Commissioner of Motor Vehicles Gary Gibson then gave a welcome to Fort Wayne and to the Bureau of Motor Vehicles. He hoped that the committee would gain a better understanding of the role of the Bureau of Motor Vehicles and what is involved in its service. He offered the committee a tour of the facility, demonstrations of the services provided and then time for questions and answers. He then introduced Patty Kuntz, the Branch Manager at Pine Valley, Phil GiaQuinta, the District Manager in Fort Wayne, Maggie Fiedler, Manager of the Fort Wayne-Southgate branch, Suzanne Runge, Manager of the New Haven branch, and several members of the Indianapolis staff. He reminded the assembled group that the policy is to have everyone who comes into the secured area sign in before entry, as the group did.

Patty Kuntz then led the group on a tour. She discussed the Fleet and Dealer area, which processes titles and registrations in bulk. She showed the store room, a secure room holding all items that are sold by the Bureau, for which an accounting must be made. The room also holds shredded papers, until disposed of by a commercial venture, and holds all license plates not yet sold to customers. She stated that each branch orders the number of plates based on figures from prior years. The room also holds about 200 forms used by the Bureau staff for various transactions, and holds records held for audit for at least 3 years. This branch moved from another location in the same center on July 22, and is allotted 28.5 employees. This branch is open on Saturdays.

Patty Kuntz stated that the waiting time at this branch for completed service is about 25 minutes from entry to the branch to completion of the transaction. This branch has a 24 hour automated terminal located in the lobby for plate registration renewal. She praised the quality of the employees. She exhibited the District Manager's room, still to be furnished, and then the room containing the two bookkeepers in this branch. Those individuals process financial transactions, and now also make refunds of the motor vehicle excise tax, a function formerly done through the county auditor's office. These staff members also refund the wheel surtax.

Representative Saunders raised a concern about a constituent problem concerning a duplicate payment for plates, and refund due. Vice-Chairperson Liggett questioned whether a Florida resident who purchased a vehicle in Indiana would have to pay Indiana sales tax. Patty Kuntz answered that the Bureau could issue a temporary 30 day plate to allow the vehicle to get to Florida; the purchaser would have to pay Indiana sales tax as the two states do not have vehicle sales tax reciprocity.

Patty Kuntz then exhibited the Reinstatement Center, a separate room at the branch, the fifth in the state. Reinstatement Centers provide special services for customers that previously were done only at the Office of Motor Vehicles in Indianapolis. She featured the microfilm machine, which microfilms all documents used in transactions. It shows the reel, the day and the transaction number on the copy.

The committee then moved between the two rooms, viewing transactions taking place with customers.

Back at the Reinstatement Center, Representative Wolkins asked if this branch operated at a profit before the move from its previous location. Patty Kuntz replied no, but that the Southgate and New Haven branches did. She attributed the difference to the fact that the Southgate branch has a much larger separate fleet and dealer processing section, and commented that now each branch in Allen County has a specific function. It was pointed out that the revenue and expense summary was provided in the License Branch Tours booklet provided to the committee at the outset of the tour.

There being no more questions, Vice Chairperson Liggett thanked the Commissioner and his staff for the tour and the opportunity to view the operations. Chairperson Merritt echoed the Vice-Chairperson's thanks and announced that the committee would next meet at the Brown County License Branch, Salt Creek Plaza on State Road 46 in Nashville, Indiana on the following Tuesday, August 31, 1999, at 1:30 p.m. for a tour of that branch.

There being no further business before the committee, Chairperson Merritt adjourned the meeting at 2:50 p.m.